

## Chain of Command at my School Site

### What we are supposed to do:

We have one technology guy, Jeff, who comes to our site two days a week. When a teacher needs help, he asks that they leave a message in his physical mailbox in the office or send him an email, at which point he prioritizes it and places it in his queue as he finds appropriate: If it's a fairly modest request he will try to get to it when he can, but if it's a big thing, it gets escalated so that the principal can prioritize it within Jeff's current list of site projects.

### What I usually do:

I try to fix it myself if I can. Otherwise, if it's a day that Jeff is on campus, I'll go out during break and try to physically track him down and schmooze him into popping by my classroom. If I can't find him, it depends on how urgent the situation is. If it's not a crisis, I'll leave a note in his box; if it's urgent, I'll call him on his phone extension (which he keeps a secret but mistakenly revealed to me during a project last school year), and if it's a total crisis, I'll have the front office page him on the intercom. At this point he has given me some elevated rights on site just to get me to stop bugging him as much, because I am a pushy jerk.